

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** July 17, 2023

**Summary:**

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

**July 3, 2023 – July 7, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.07% of calls were answered in five minutes or less.

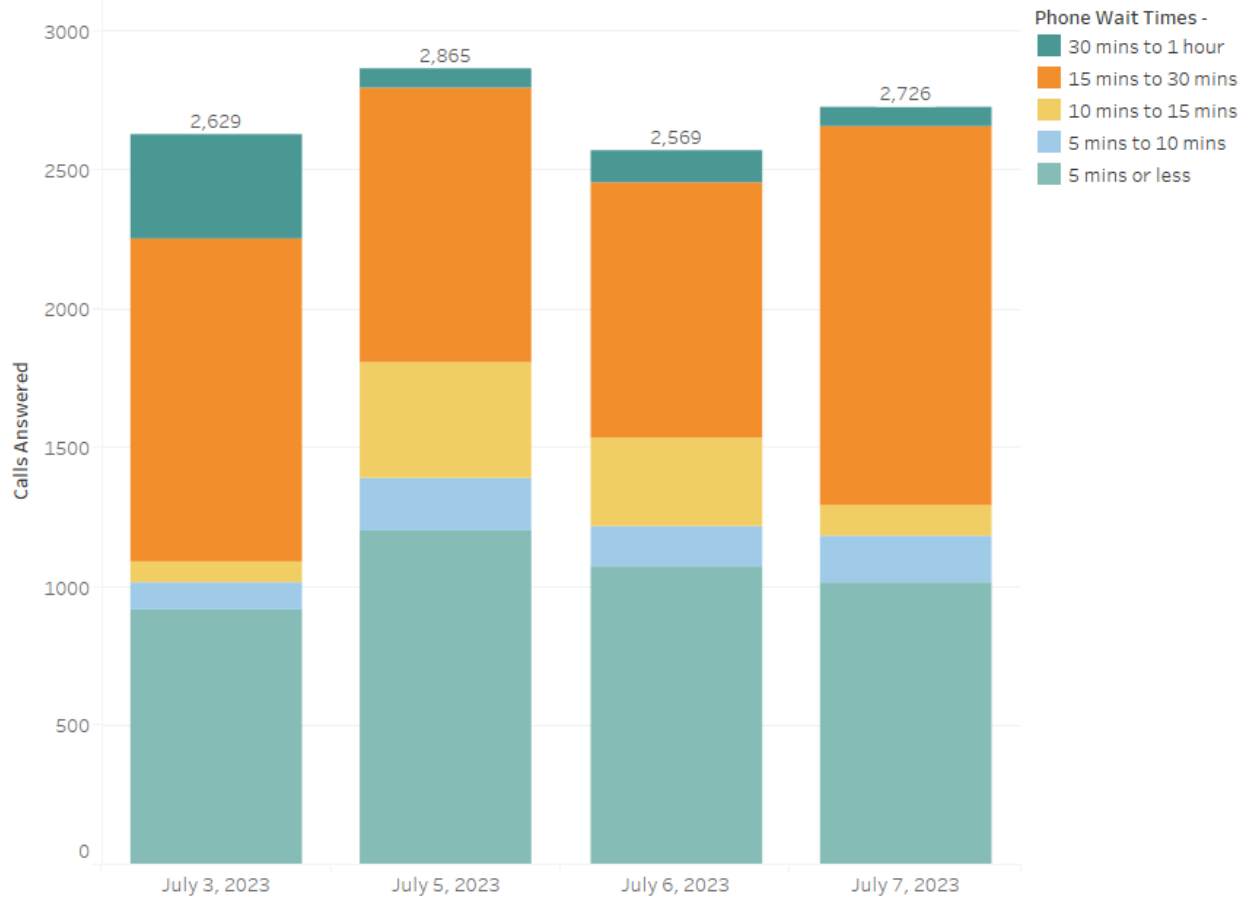
**Total Calls Answered**

Current Dates in Review
July 3, 2023 – July 7, 2023
10,789

**Call Wait Times**

July 3, 2023 – July 7, 2023	
5 minutes or less	39.07%
Between 5 and 10 minutes	5.54%
Between 10 and 15 minutes	8.50%
Between 15 and 30 minutes	41.04%
Between 30 and 60 minutes	5.85%
Longer than 1 hour	0.00%

Calls Answered



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (July 3, 2023 – July 7, 2023).